# NORTH CAROLINA 911 BOARD MEETING
Friday, September 25, 2020
Via Simultaneous Communication
Join Microsoft Teams Meeting
984-204-1487 Conference ID: 158 688 896#
10:00 AM – Noon

North Carolina Next Generation 911

Status
- Live on ESINet
- Active Projects
- Approved for Migration

Map Date: September 17, 2020

Esri, HERE, Garmin, FAO, NOAA, USGS, EPA, NPS
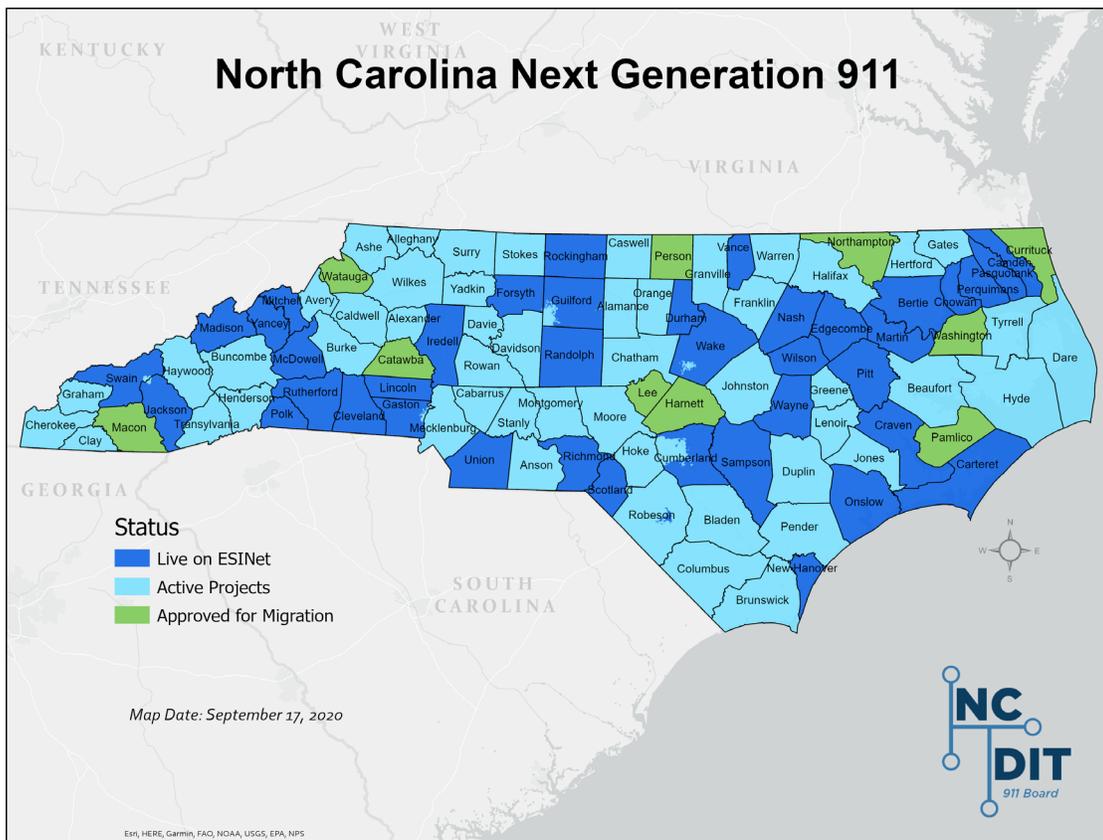
Call to Order
Eric Boyette

Roll Call
Pokey Harris

Tab 1
Chair's Opening Remarks
Eric Boyette

Tab 2
Ethics Awarness/Conflict of Interest Statement
Eric Boyette

In accordance with G.S. 138A-15, It is the duty of every Board member to avoid both conflicts of interest and potential conflicts of interest. Does any Board member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Board today? If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.

Tab 3
Public Comment
Eric Boyette

The NC 911 Board welcomes comments from state and local government officials, first responders, finance directors, 911 directors, citizens and interested parties about any 911 issue(s) or concern(s). Your opinions are valued in terms of providing input to the NC 911 Board members. When addressing the Board, please state your name and organization for the record and speak clearly into the microphone.

Tab 4
Consent Agenda
Pokey Harris
(Roll Call Consent Vote Required)

Tab 4 a)
**Minutes of Previous Meeting
August 28, 2020**

North Carolina 911 Board Meeting
MINUTES
Via Simultaneous Communication
Microsoft Teams Meeting
Friday, August 28, 2020
10:00 AM – 12:00 PM

Members via Teams	**NC 911 Board Staff via Teams**	**Guests via Teams**
David Bone, County Manager, Martin County (NCACC)	Richard Bradford, (DOJ) NC 911 Board Legal Counsel	Ron Adams, Southern Software
Secretary Eric Boyette, 911 Board Chair (NC DOT)	Ronnie Cashwell, User Support Specialist	Drew Allvine, AT&T
Greg Coltrane, VP Business Development, Wilkes Communication/River Street (LEC)	Stephanie Conner, Western Regional Coordinator	Krystal Agosto, Perquimans County
Brian Drew, CenturyLink (LEC) [Non-Voting]	James Covington, NMAC Technician	Chris Barnes, Wayne County
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)	Kristen Falco, Financial Review Specialist	Rachel Bello, Wake County
Greg Foster, Director of Communications, Alexander County (NC Association of Rescue EMS)	Tina Gardner, North Central Regional Coordinator	Timothy Betsch, Intrado
Chuck Greene, Director of Government Affairs, AT&T (LEC)	Pokey Harris, Executive Director	Josh Briggs, AT&T
John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP)	Jesus Lopez, (NC DIT)NC 911 Board PM	Brittany Burch, NC Sheriff Association
Melanie Neal, Director, Guilford-Metro 911 (APCO)	Gerry Means, Network Engineer/NG 911 Project Manager	Richard Carr, Sampson County
Jude O'Sullivan, Chief Customer Officer, Carolina West (CMRS)	Stanley Meeks, NMAC Manager	Jason Compton, Wake County/NC NENA
Jeff Shipp, Vice President of Operations, Star Telephone (LEC)	David Newberry, South Central Regional Coordinator	Chad Deese, Robeson County
Donna Wright, Director, Richmond Co Emergency Services (NENA)	Marsha Tapler, Financial Analyst	Ellis Frazier, High Point PD
	Angie Turbeville, Eastern Regional Coordinator	Bill French, Lumberton PD
		JP Flood, Intrado
Members Absent	**Staff Absent**	Beth Gargan, NC DIT
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)	Rick Blumer, NMAC Technician	Grayson Gusa, Davie County/NC APCO
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)	Chris Carlin, NMAC Technician	Clayton Hainline, Raleigh/Wake
Buddy Martinette, Fire Chief, City of Wilmington (NCSFA)	Saman Gharib, NMAC Technician	Del Hall, Stokes County
Earl Struble, Sr. Manger Verizon Response, Verizon Wireless (CMRS)		Brooke Hazlett, Buncombe County
		Kim Hilton - Did Not Identify Organization
		Emily Hughes, NC DIT
		Jen Johnson, NC DIT
		Tim Johnson, NC CGIA
		Jeff Ledford, Clay County

		John Matuszekk, AT&T
		Melinda McClenny, Sampson County
		Matt McLamb, NC CGIA
		Mark Newsome, State of NC
		Chris Rayner, Sampson County
		Mike Reitz, Chatham County
		Brett Renfrow, Johnston County
		Jean-Claude Rizk, AT&T
		Secretary Parrish, State of NC, CIO
		Craig Schulz, MCP
		Ray Silance, Onslow County
		Pat Thetford, AT&T
		Frank Thomason, MCP
		Andy Underwood, Kings Mountain PD
		Jeff Williford, Wilson County
		Nancy Williams, High Point PD
		Stephen Williams, New Bern PD
		Vic Williams, CRS
		Jim Wright, CMPD
		910-997-8238 – Donna Wright, NC 911 Board Call-In Number
		919-989-5611 – Brett Renfrow, Johnston County
		252-902-2600 – Pitt County
		704-578-8025 – Byron Burns, CRS
		828-361-1120 – Brian Smith, AT&T
		919-812-8236 – John Moore, NC 911 Board Call-In Number
		816-225-7679 – Did Not Identify
		828-389-6302 – Did Not Identify
		910-671-3946 – Did Not Identify
		919-455-3844 – Did Not Identify
		984-227-7218 – Did Not Identify
		919-754-6635 – Did Not Identify
		919-754-6642 – Did Not Identify

Call to Order - Chairman Boyette called the meeting to order at 10:00 AM, thanking everyone for attending. Ms. Harris then proceed with the roll call.

Roll Call - Ms. Harris advised Regional Coordinator Stephanie Conner would call the roll of attendees and monitor the chat for the online meeting, and that Regional Coordinator David Newberry would serve as technical facilitator for today's virtual meeting.

NORTH CAROLINA 911 BOARD MEETING
ROLL CALL
Friday, August 28, 2020
Via Simultaneous Communication with Microsoft Teams Meeting
10:00 AM – 12:00 PM

NC DIT

NC 911 BOARD MEMBERS	IN PERSON	VIA MS TEAMS/PHONE	NOT PRESENT
Bone, David		X	
Boyette, Eric		X	
Coltrain, Greg		X	
Drew, Brian (Non-Voting)		X	
Ferguson, Bo		X	
Foster, Greg		X	
Greene, Chuck	N/A	X	
Hartman, JD			X
Ledford, Jeff			X
Martinette, Buddy			X
Moore, John		X	
Neal, Melanie		X	
O'Sullivan, Jude		X	
Shipp, Jeff		X	
Struble, Earl			X
Wright, Donna		X	
STAFF			
Blumer, Rick			X
Bradford, Richard		X	
Carlin, Chris			X
Cashwell, Ronnie		X	
Conner, Stephanie		X	
Covington, James		X	
Falco, Kristen	N/A	X	
Gardner, Tina		X	
Gharib, Saman			X
Harris, Pokey		X	
Lopez, Jesus		X	
Means, Gerry		X	
Meeks, Stanley		X	
Newberry, David		X	
Rice, Don			X
Tapler, Marsha		X	
Turbeville, Angie		X	

Others on Conference Bridge as Identified:

GUESTS		VIA MS TEAMS/PHONE	Organization
Adams, Ron		X	Southern Software
Allvine, Drew		X	AT&T
Agosto, Krystal		X	Perquimans CO
Barnes, Chris		X	Wayne CO
Bello, Rachel		X	Wake CO
Betsch, Timothy		X	Intrado
Briggs, Josh	N/A	X	AT&T
Burch, Brittany		X	NC Sheriff Assoc.
Carr, Richard		X	Sampson CO
Compton, Jason		X	Wake CO/NC NENA
Deese, Chad		X	Robeson CO
Frazier, Ellis		X	High Point PD
French, Bill		X	Lumberton PD
Flood, JP		X	Intrado
Gragan, Beth		X	NC DIT
Gusa, Grayson		X	NC APCO
Hainline, Clayton		X	Raleigh/Wake
Hall, Del		X	Stokes CO
Hazlett, Brooke		X	Buncombe CO
Hilton, Kim		X	Did Not Identify
Hughes, Emily		X	NC DIT
Johnson, Jen		X	NC DIT
Johnson, Tim		X	CGIA
Ledford, Jeff		X	Clay CO
Mausezk, John		X	AT&T
McClenny, Melinda		X	Sampson CO
McLamb, Matt		X	CGIA
Newsome, Mark		X	State of NC
Rayner, Chris	N/A	X	Sampson CO
Reitz, Mike		X	Chatham CO
Renfrow, Brett		X	Johnston CO
Rizk, Jean-Claude		X	AT&T
Secretary Parrish		X	State of NC
Shultz, Craig		X	MCP
Silance, Ray		X	Newbern PD
Thetford, Pat		X	AT&T
Thomason, Frank		X	MCP
Underwood, Andy		X	Kings Mountain PD
Wiffold, Jeff		X	Wilson CO
Williams, Nancy		X	High Point PD
Williams, Stephen		X	Newbern PD
Williams, Vic		X	CRS
Wright, Jim		X	CMPD

PHONE NUMBERS		VIA MS TEAMS/PHONE	Organization
910-997-8238 – Donna Wright		X	Richmond CO
919-989-5611 – Brett Renfro		X	Johnston CO
252-902-2600 – Pitt CO		X	Pitt CO
704-578-8025 – Byron Burns		X	CRS
828-361-1120 – Ricky Lancaster		X	Clay CO
919-455-3844 – Brian Smith		X	AT&T
919-812-8236 – John Moore	N/A	X	NC 911 Board
816-225-7679 - Did Not Identify		X	Did Not Identify
828-389-6302 - Did Not Identify		X	Did Not Identify
910-671-3946 - Did Not Identify		X	Did Not Identify
919-455-3844 - Did Not Identify		X	Did Not Identify
984-227-7218 - Did Not Identify		X	Did Not Identify
919-754-6635 - Did Not Identify		X	Did Not Identify
919-754-6642 - Did Not Identify		X	Did Not Identify

1. Chair's Opening Remarks - Chairman Boyette welcomed Thomas Parrish, the new Secretary and State CIO for the Department of Information Technology, thanking him for attending the meeting. He also shared his sentiments thanking all the first responders and telecommunicators on behalf of the Board for all their hard work.

2. Ethics Awareness/Conflict of Interest Statement - Chairman Boyette read the Ethics Awareness/Conflict of Interest statement as published in the agenda. Mr. Greene asked to be recused from item 7c, advising he would refrain from discussion and voting on that topic.

3. Public Comment - Chairman Boyette read the invitation for public comment as published in the agenda. No one had preregistered to speak, and no one virtually present had comments.

4. Consent Agenda - Chairman Boyette asked Ms. Harris to proceed with the consent agenda.
   a) Minutes of Previous Meeting – June 26, 2020
   b) NG 911 Fund/Account

June 2020 Account Balance	$65,426,680
June 2020 Disbursement	$1,882,262
July 2020 Account Balance	$65,271,495
July 2020 Disbursement	$2,615,170

   c) CMRS Account

June 2020 Account Balance	$5,964,801
June 2020 Disbursement	$1,472,025
July 2020 Account Balance	$5,572,879
July 2020 Disbursement	$397,838

   d) PSAP Account

June 2020 Account Balance	$16,064,101
June 2020 Disbursement	$4,715,671
July 2020 Account Balance	$18,653,048
July 2020 Disbursement	$4,246,371

   e) Grant Fund/Account

June 2020 Account Balance	$10,992,103
Grant Funds Committed	$18,752,337
July 2020 Account Balance	$7,198,419
Grant Funds Committed	$22,148,187

   f) Grant Project Updates per Reports
     i. Monthly Reports per PSP

Mr. Ferguson made the motion to accept the consent agenda as presented, with the motion being seconded by Greg Coltrain. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously.

NORTH CAROLINA 911 BOARD MEETING
ROLL CALL VOTE
Friday, August 28, 2020
Via Simultaneous Communication with Microsoft Teams Meeting
10:00 AM – 12:00 PM

NC DIT

NC 911 Board Members	4. Consent Agenda
Bone, David	Y
Boyette, Eric	Y
Coltrain, Greg	Y
Drew, Brian (Non-voting)	N/A
Ferguson, Bo	Y
Foster, Greg	Y
Greene, Chuck	Y
Hartman, JD	Not Present
Ledford, Jeff	Not Present
Martinette, Buddy	Not Present
Moore, John	Y
Neal, Melanie	Y
O'Sullivan, Jude	Y
Shipp, Jeff	Y
Struble, Earl	Not Present
Wright, Donna	Y

5. Executive Director Report

a) Appointment of Acting Secretary and State CIO, Thomas Parrish – Ms. Harris welcomed Secretary Parrish to the meeting. 911 Staff have planned a "deep dive" meeting with him on September 1. Ms. Harris extended an invitation to any Board members who also might like to attend, noting this is the same information provided during new Board member orientation sessions.

b) 911 Board Appointments Status – Brian Drew will be filing the seat vacated by Amy Ward, representing LEC provider. His paperwork is in process and Ms. Harris is hopeful his swearing-in ceremony can take place at the September Board meeting. The seat previously occupied by Stacy Gonyer, representing A CMRS provider is still open. Ms. Harris has been engaged in conversation with the government affairs representative for T-Mobile/Sprint about their plan to fill the seat soon.

c) COVID-19 Update – Staff continues teleworking with today marking Day 176 of the statewide COVID-19 response. Regional Coordinators continue their weekly outreach to PSAPs to monitor issues and staff status regarding COVID-19. There was an uptick in impacted telecommunicators in the last couple of weeks. The RC's are working with the PSAPs that need assistance with preplanning or alternate routing for their calls.

d) Hurricane Isaias Update – 911 Staff virtually activated with ESF2 PSAP Coordination. Three alt-route plans were put into place though none had to be activated. During the debrief of this weather incident, a couple of areas of improvement were identified, particularly how to best incorporate the NMAC and the EM 24-hour watch center in their operations for PSAP coordination.

e) Staffing Update – Ms. Harris sadly announced this would be the final Board meeting that Ronnie Cashwell will attend. Staff has planned a virtual "Farewell Celebration" immediately the Board meeting. Interviews for the Financial Review Specialist (FRS) position will occur in September. Ms. Harris is working with HR to combine the Administrative Assistant and the User Support positions to reclassify it as a position that can help with executive level admin needs of the Board staff as well as meeting and event production.

f) Upcoming Board Meeting Logistics – The September and October Board meetings will be virtual. Ms. Harris and Chairman Boyette will meet in late October to determine if there is potential for the December work session and meeting to be held in person. Ms. Harris also suggested that committees follow last year's format of meeting prior to the work session to have their goals for the upcoming year prepared. There was consensus among the Board members for the work session and year end meeting to be held on a single day which will be Friday, December 4. The work session will be held in the morning with the Board meeting held that afternoon.

g) NextGen 911 Migration Status (Live Status Map) – Currently, 47 PSAPs have migrated to the ESInet with 40 of those as part of the hosted call handling solution. The two most recent migrations (Chowan County & Perquimans County) are not listed in today's Board packet as those migrations just took place this past week. PSAP #50 is slated for migration by mid-September.

- Mitchell County 911 ESInet Migration – 05/20/2020 – Mitchell County 911 cutover to the NC 911 managed service ESInet and hosted Viper call handling solution at 1038 hours EST, receiving the first live call at 1507 hours, on May 20, 2020. They are PSAP 37, with a total of 60 physical locations including their backup facilities.
- Union County 911 ESInet Migration – 07/08/2020 – Union County 911 successfully migrating to the statewide ESInet and Viper hosted call handling platform on July 8, 2020, at 1057 hours EST, bringing the number of PSAPs to 38, and 62 physical locations.
- McDowell County 911 ESInet Migration – 07/08/2020 – July 8, 2020 was a "two-for" with McDowell County 911 also cutting live to the NC 911 ESInet, as the first Vesta hosted call handling solution deployed i3. They received their first call at 1129 hours EST.
- Rocky Mount 911 ESInet Migration – 07/15/2020 – On July 15, 2020, at 1103 hours EST, Rocky Mount 911 took their first live 911 call on the Viper hosted call handling solution across the NC 911 managed service ESInet. Their PSAP became number 40, bringing the overall total of facilities on the ESInet to 65.
- Carteret County 911 ESInet Migration – 07/16/2020 – Carteret County 911 became the 41st PSAP to migrate to the NC 911 ESInet on July 16, 2020. The PSAP took the first live 911 call as i3 on their Viper hosted call handling solution at 0904 hours EST. This brought the total number of physical locations to 67, which includes backup facilities.
- Swain County 911 ESInet Migration – 07/22/2020 – Swain County 911 successfully cutover to the NC 911 managed service ESInet, on the Viper platform hosted call handling solution as i3 on July 22, 2020, at 1123 hours EST.

- Jackson County 911 ESInet Migration – 07/22/2020 – Jackson County 911 migrated to the NC 911 statewide ESInet as a Viper hosted call handling i3 user on July 22, 2020, taking their first live call at 1430 hours EST. Jackson County's migration brings the total number of PSAPs live on ESInet to 43, and 69 physical PSAP including backup facilities.
- Randolph County 911 ESInet Migration – 08/03/2020 – Randolph County 911 successfully cutover to the ESInet i3 today, August 3, 2020, at 1101 hours EST, taking the first live 911 call at 1102 hours EST. This was migration 44, with 71 physical locations now on the network.
- Jacksonville 911 ESInet Migration – 08/12/2020 – After a long night of troubleshooting an abandoned 911 call list issue at the Jacksonville 911, the team resolved the matter with the PSAP cutting over to the NC 911 managed service ESInet and Vesta hosted call handling solution taking the first live call at 1028 hours, August 13, 2020. This migration brought the total number live on the ESInet to 45 PSAPs and 73 physical locations including backup facilities.

h) NextGen 911 GIS Status (Live Status Map) – Staff is working with all 100 jurisdictions across the state for inclusion of their GIS data into the statewide dataset. Matt McLamb with CGIA provided a detailed report later in today's meeting.

6. **Education Committee Report** –
a) Training Eligibility Requests/Update Eligible Use of Funds List
i. Rockingham County: Emergency Medical Dispatch Con ED by Josh Holloman – Training brought forward by Rockingham County from a vendor who is teaching Emergency Medical Dispatch continuing education. The class provides continuing education for EMD certification. The committee approved this request unanimously and brings it to the Board in the form of a motion. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously.
ii. Carteret County: Emergency Fire Dispatch Con ED by Brett Renfrow – Continuing Education course brought forward by Carteret County for Emergency Fire Dispatch that aligns with the Fire Dispatch certification that many telecommunicators across the state possess. This course allows them further education, provides updates, and assists them in maintaining their certification. The committee approved this request unanimously and brings it to the Board in the form of a motion. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously.
iii. Burke County: Fundamentals of Supervision by UNC School of Government – Brought forward by Burke County, this is a 5-day course offered through UNC School of Government on the Fundamentals of Supervision. Originally this class was approved under a different title and curriculum. This course has been updated and was brought before the committee for consideration. The committee approved this request unanimously and brings it to the Board in the form of a motion. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously.
b) Informational Aid: Introduction to the NC911 Board – The committee presented their first information aid, an Introduction to the NC 911 Board. Mr. Greene thanked DIT's Communications team for their assistance with the design of the page. The Committee plans for all aids to be a single page, with the front-page giving information while the back page contains the regions of the state and their Regional Coordinators along with the Board Staff and their contact info. They will distribute it to NC NENA and NC APCO leadership for them to disseminate to membership and hope Board members will distribute it to their constituents as well. The committee approved to recommend this unanimously and brings it to the Board in the form of a motion. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously.

NORTH CAROLINA 911 BOARD MEETING
ROLL CALL VOTE
Friday, August 28, 2020
Via Simultaneous Communication with Microsoft Teams Meeting
10:00 AM – 12:00 PM

NC DIT

NC 911 Board Members	Education Committee	6 a.) i. Training Eligibility Req. Eligible Use of Funds EMD Con Ed (Rockingham)	6 a.) ii. Eligibility Req. Eligible Use of Funds EFD Con Ed (Carteret)	6 a.) iii. Eligibility Req. Eligible Use of Funds Supervision Course (Burke)	6 b.) Informational Aid: Intro to 911 Board
Bone, David		Y	Y	Y	Y
Boyette, Eric		Y	Y	Y	Y
Coltrain, Greg		Y	Y	Y	Y
Drew, Brian (NV)		N/A	N/A	N/A	N/A
Ferguson, Bo		Y	Y	Y	Y
Foster, Greg		Y	Y	Y	Y
Greene, Chuck		Y	Y	Y	Y
Hartman, JD		Not Present	Not Present	Not Present	Not Present
Ledford, Jeff		Not Present	Not Present	Not Present	Not Present
Martinette, Buddy		Not Present	Not Present	Not Present	Not Present
Moore, John		Y	Y	Y	Y
Neal, Melanie		Y	Y	Y	Y
O'Sullivan, Jude		Y	Y	Y	Y
Shipp, Jeff		Y	Y	Y	Y
Struble, Earl		Not Present	Not Present	Not Present	Not Present
Wright, Donna		Y	Y	Y	Y

c) General Report – The next informational aid the committee will work on will cover the ESInet, which will include an FAQ section on what it is and how it works. Updates to the Board's website continues. A questionnaire will be soon be sent to key stakeholders to see how it is currently being used and what improvements can be made.

7. **Funding Committee Report**

a) Asheville PD Secondary Status (June Committee Action) - The Asheville Police Department has requested recognition as an official secondary PSAP for Buncombe County. The relationship between Asheville PD and Buncombe has been in place for several years. Staff confirmed that the Asheville Police Department established all the necessary documentation required to become a secondary PSAP, as per the 911 Board's Secondary PSAP policy. During the Funding Committee meeting there was ample discussion about the fact that Buncombe and Asheville PD's telecommunicators are in the same building and in the same room, but the PSAPs are not consolidated. Committee members expressed concern that establishment of Asheville PD as a secondary PSAP goes against the 911 Board's goal to encourage consolidation. The Asheville Police Department has met all the statutory requirements for secondary status. Due to a concern about the lack of consolidation of 2 PSAPs that operate in the same facility, several committee members voted to recommend the request, with reservation. Ultimately, the Funding Committee voted unanimously to approve this request and brings this forward as a motion. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously.

b) Motorola AIS and Integration Eligibility (June Committee Action) - Staff had previously deemed the cost of the Archiving Interface Server (AIS) and the integration costs charged by Carolina Recording as ineligible. New details were provided, and staff's recommendation changed to approve the AIS and the integration licensing fees through Carolina Recording Systems as without the AIS, the recorder would not be able to record from the radio system. The Funding Committee voted unanimously to approve the staff recommendation and brings this forward as a motion. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously.

c) SIP Administrative Lines - This item was discussed by both the Technology Committee and Funding Committee regarding the conversion of PSAP administrative lines to SIP to provide additional capabilities and protection. It would also provide cost savings in the long run. Not all administrative lines could be converted – only those numbers associated with consoles in PSAPs for approved seats, and this could only be done for those utilizing a hosted call handling solution on the ESInet. The funding request is for $4,822.84 and involves the conversion for five PSAPs, which would provide a "proof of

concept." The Funding Committee voted unanimously to approve the staff recommendation and brings this forward as a motion. Ms. Conner noted that Secretary Parrish had left the call, then conducted the roll-call vote. All attending Board members voted except Mr. Greene, who had recused himself. The motion carried unanimously.

NORTH CAROLINA 911 BOARD MEETING
ROLL CALL VOTE
Friday, August 28, 2020
Via Simultaneous Communication with Microsoft Teams Meeting
10:00 AM – 12:00 PM

NC DIT

NC 911 Board Members	Funding Committee	7 a.) Asheville PD Secondary Status	7 b.) Motorola AIS Eligibility	7 c.) SIP Admin Lines
Bone, David		Y	Y	Y
Boyette, Eric		Y	Y	Y
Coltrain, Greg		Y	Y	Y
Drew, Brian (NV)		N/A	N/A	N/A
Ferguson, Bo		Y	Y	Y
Foster, Greg		Y	Y	Y
Greene, Chuck		Y	Y	Recuse
Hartman, JD		Not Present	Not Present	Not Present
Ledford, Jeff		Not Present	Not Present	Not Present
Martinette, Buddy		Not Present	Not Present	Not Present
Moore, John		Y	Y	Y
Neal, Melanie		Y	Y	Y
O'Sullivan, Jude		Y	Y	Y
Shipp, Jeff		Y	Y	Y
Struble, Earl		Not Present	Not Present	Not Present
Wright, Donna		Y	Y	Y

d) Backup Operations Report – Every PSAP must have a back-up plan in place to maintain continuity of service when a PSAP experiences a disruption in service The Regional Coordinators have done a tremendous job gathering some valuable information about back-up centers and plans across the state. This inventory provides a base of knowledge to help find efficiencies and opportunities for further collaboration. The Regional Coordinators gave a presentation of the information gathered.

PSAP BACKUP OPERATIONS

INFORMATION BY REGION as of 08/13/20	EASTERN REGION 34 PSAPs	NORTH CENTRAL REGION 26 PSAPs	SOUTH CENTRAL REGION 28 PSAPS	WESTERN REGION 27 PSAPs	TOTALS
PSAPs with Physical Backup Center	22	19	14	15	70
Seats within the Physical Backup Center	110	132	132	62	431
PSAPs that use a Partner PSAP's Primary for Backup Operations	8	6	13	5	32
Seats at Partner PSAP Primary Center Used for Backup Operations	21	20	47	13	101
Shared Backup Center	1	2	1	0	4
Seats at Shared Backup Center	2	18	6	0	26
PSAPs that Route their Calls to Another Primary - No Seats at the Center	3	2	0	7	12
Backup Centers with 3 or less positions	10	2	1	8	21
Backup Centers with 4 to 8 positions	11	14	9	6	40
Backup Centers with more than 8 positions	1	3	4	1	9
Secondaries are not Included.					

e) General Report – Staff continues its efforts in reviewing higher-than-average PSAP fund balances and how they relate to the PSAP's 5-year technology replacement plans. Staff plans to come back with a report on this at the October Funding Committee meeting.

8. **Finance Team Report** - Since the last Board meeting Ms. Tapler met with PSAPs to discuss their technology plans, revenue expenditure reports and funding reconsideration forms. She also worked on closing out the Board's fiscal operations for FY2020, which was submitted to the NC Office of State Controller. She attended the grant committee meetings and provided estimated overall amounts for grant awards. She assisted in the completion of the Risk Assessment for DIT Internal Audit program and attended the DIT Cultural Assessment meeting. She continues to work with AT&T on billing reconciliation matters.

Ms. Falco gave an update on 2018 and 2019 Revenue Expenditure reports status. For FY2018, 92 reports are finalized, 26 awaiting the signed revised report, and 8 are in clarification process. For FY2019 there are 35 finalized reports, 17 awaiting the signed revised report, 47 in the clarification process, and 28 awaiting review. Ms. Falco has also been working on the Scope of Work for the CRM Project.

9. **Grant Committee Report**
    a) 2021 Grant Program Committee Recommendations - The NC Board Grant Committee met on Monday, July 13, and Friday, July 17, for grant presentations. Fourteen grant applicants with a total of sixteen applications appeared virtually at separately scheduled times on those days to present their projects. Applicants requested a total of $26,555,088.35 for this grant cycle. Applicants are noted below in the Committee recommendation. The Grant Committed convened on Friday, July 31, and Monday, August 10, to evaluate and score each grant submitted during this competitive grant cycle. The total recommended grant award dollar amount is $9,961,295.75. The recommended grant awards also identify approximately $1,708.355 in potential PSAP reconsideration requests. Based on consensus of the Grant Committee, a motion was made by Mr. Renfrow, seconded by Mr. Bone, and approved unanimously by roll call vote to recommend the following to the 911 Board for the 2021 PSAP grant cycle. All awards are contingent upon final review of the identified components for which grant funding eligibility shall be validated, and upon each grantee's acceptance of the amount awarded. Some awards are for the grant as submitted while others are for specifically referenced items listed below. Members recusing themselves from discussion and vote due to potential conflict of interest are denoted. PSAPs are listed in alphabetical order.
    - Bladen County 911 (Project Meliorem) — $334,937.99 per grant request. Mr. Shipp recused himself from discussion and vote.
    - Chatham County 911 (New Emergency Operations Center Project) — Recommendation not to fund. Mr. Hauser recused himself from discussion and vote.
    - Clay County 911 (Clay County New 911 Facility Project) — $2,500,000 of the overall grant request.
    - Currituck County 911 (Public Safety Building Construction Project) — Recommendation not to fund.
    - High Point PD (UPS and Status Monitors Project) — Recommendation not to fund.
    - High Point PD (Weather Monitoring Project) — Recommendation not to fund.
    - Kings Mountain PD (Ballistic Glass Project) — Recommendation not to fund.
    - Kings Mountain PD (Radio Console Project) — Recommendation not to fund.
    - Lumberton Communications 911 (911 MCC7500 Radio Project) — $99,241.52 per grant request.
    - Pender County 911 (911 Console and Radio Upgrades Project) — Recommendation not to fund.
    - Perquimans County 911 (Radio System Upgrade/Center Expansion Project) — $697,525.24 of the overall grant request as follows: $664,196.00 (Motorola MCC7500 Consoles & Subscriber Units), $8,500.00 (Southern Software CAD License), $2,495.00 (Southern Software MDS Mapping), $12,686.24 (Eaton Console Furniture), and $9,648.00 (NCDIT Point to Point Connection).
    - Sampson County 911 (Regional 911 Center Project) — $5,571,543 per grant request. Mr. Shipp recused himself from discussion and vote.

- Surry County 911 (Radio Replacement Project) — $238,127 of overall grant request for components denoted for the Primary PSAP and primary back up PSAP.
- Union County 911 (Communications 911 Technology Project) — $484,021 of the overall grant request as follows: $160,000 (Generator), $150,000 (Radio Tower), $125,000 (Microwave Link), $5,016 (Radio Distribution and Surge Protection), $39,000 (Structure Cabling), and $5,005 (Racks).
- Wilson County 911 (Ballistic Glass Project) — Recommendation not to fund.
- Wilson County 911 (Replacement of Radio Tower Generator Project) — $35,900 per grant request.

Based on consensus of the Grant Committee, a motion was made by Mr. Bone, seconded by Mr. Hauser, and approved unanimously by roll call vote to recommend the following to the 911 Board for the 2021 Statewide Projects in the amount of **$2,143,380**.

Statewide Projects

Management Information System (Current ECaTS)	$1,458,380
Interpretive Services (Current Voiance)	260,000
CRM Financial Module Project & Licensing	425,000
	$ 2,143,380

The Grant committee brings this to the Board in the form of a motion. Ms. Harris noted that this information was provided to all Board Members for their review on August 14. Ms. Conner conducted a roll call vote. All attending Board members voted, with Mr. Shipp being recused from the 2 items noted. The motion carried unanimously. Ms. Harris noted that award notifications and grant agreements will be provided to applicants by October 1.

b) General Report - The committee needs to convene within the next few weeks to prepare a recommendation for the allocation amount to the NextGen 911 reserve fund, which will be presented at the next Board meeting.

NORTH CAROLINA 911 BOARD MEETING
ROLL CALL VOTE
Friday, August 28, 2020
Via Simultaneous Communication with Microsoft Teams Meeting
10:00 AM – 12:00 PM

NC DIT

NC 911 Board Members	Grant Committee	9 a.) 2021 Grant Recommendations
Bone, David		Y
Boyette, Eric		Y
Coltrain, Greg		Y
Drew, Brian (NV)		N/A
Ferguson, Bo		Y
Foster, Greg		Y
Greene, Chuck		Y
Hartman, JD		Not Present
Ledford, Jeff		Not Present
Martinette, Buddy		Not Present
Moore, John		Y
Neal, Melanie		Y
O'Sullivan, Jude		Y
Shipp, Jeff		Y - NOTE: RECUSE ON TWO AS NOTED
Struble, Earl		Not Present
Wright, Donna		Y

10. Standards Committee Report – Ms. Wright reported the committee will not meet in September as they are busy working to recruit more peer reviewers. Ms. Gardner said the Regional Coordinators have been in contact with people they hope will apply to be peer reviewers. Ms. Turbeville has been working on scheduling reviews to start in January, dependent on COVID-19 and if they must be done virtually. The Regional Coordinators are still in discussion on how to conduct the reviews if they must be done virtually in the future.

11. Technology Committee Report – Mr. Means stated that currently there are 47 sites live on ESInet, and there are 27 site migrations scheduled over the coming months. Staff estimates there will be 74 sites migrated by the end of the year. They are working with sites who are RFAI to bring them on as i3. COVID-19 has affected the schedule, with a couple of migrations being delayed. In regard to military installations positive activity occurred with Ft. Bragg, who will be ESInet only, and more talk will occur to determine the GIS mapping component. There has also been feedback from Camp Lejeune with DoD participation as well. Staff have also been in contact with Seymore Johnson AFB, which is currently evaluating bids to upgrade their 911 call handling equipment. End-to-End Computing began sending reports on virtual cybersecurity assessments and have evaluated over 40 PSAPs. The physical assessments are currently on hold due to COVID-19.

   a) NC CGIA NG911 GIS Update - Matt McLamb provided an update on GIS support for the NextGen 911 project. NC CGIA, in partnership with the Regional Coordinators and GeoComm, are continuing outreach to each PSAP to ensure their GIS data is ready for migration to ESInet on the i3 protocol. They are also sharing GIS data and processes with our four neighboring states. CGIA will be presenting on NextGen 911 from the GIS perspective at the virtual NC Arc Users Group Conference, held the first week of September.

   b) AT&T Project Status Update - Pat Thetford, Director of AT&T Public Safety Solutions, thanked everyone for their support and commitment to the project. Working with their vendor partners Intrado and Motorola, AT&T was able to resolve cut-over issues within a matter of hours during the recent migration for Jacksonville. They are committed to acting swiftly and effectively when called upon. More projects are scheduled, for both ESInet migrations and call-handling, and they look forward to working with 911 Board, the staff and PSAPs on these projects.

   c) Frontier Communications Maintenance Outage Report - The Connect America Program is an FCC program designed to expand access to voice and broadband services for areas where they are unavailable. They require all carriers to meet certain standards for broadband capability at their central offices with a due date for these standards. Frontier made their respective changes and upgrades without any pre-planning and notification to the communities, particularly the PSAPs, in which they provide service. Staff requested a change plan and for delays on two occasions to prepare. After originally agreeing to a postponement, Frontier later sent conflicting information. As a result, several PSAPs that are in Frontier territory and had migrated to the ESInet were affected and lost connectivity to the central office. The central offices were taken offline and the only 911 calls that could be made were those with a wireline connected to the central office – no wireless calls would go through. This event created a significant impact. Mr. Means is in the process of cataloging the discussions, emails and memos about this event and will be looking to escalate the matter. Mr. Hauser at the Department of Emergency Management, as the state SWIC, has been integral in working and planning with this. He has taken appropriate measures in his organization to make it known that this caused serious issues and that the PSAPs were put in a difficult position. Mr. Means and Ms. Harris commended staff who stayed up all night assisting the PSAPs during these events. Ms. Harris added that she is concerned with a telecommunications company that would put citizens at such risk. The Board can assist the affected PSAPs and the jurisdictions by providing them staff's reports, notes, and observations during these events.

   d) General NC911 Project Report - Mr. Means covered this topic in his opening statements and suggested they skip to the next item on the agenda to save time.

   e) NMAC Report - Stanley Meeks reported that the NMAC is fully staffed and they are working on-site during COVID-19 while following the Governor's directives on social distancing in the workplace. He also shared a map of the PSAPs that are currently live on the system. They have been actively monitoring the issues that occurred in the Western Region due to the outage.

12. 911 Regional Coordinator Reports - The Regional Coordinators gave brief reports. The maintenance for the Frontier Communications outage in her region took up much of Ms. Conner's time this month, but she also spent time helping PSAPs with their backup plans, helped them work on their migrations and attended several PAT meetings. Ms. Gardner helped PSAPs in her region do pre-planning in advance of Hurricane Isaias and continued their weekly COVID-19 outreach meetings. She assisted PSAPs on backup plans, technology plans and technology replacement schedules, cyber assessments and NextGen project calls. Mr. Newberry worked with his PSAPs to help schedule their cybersecurity assessments and had a PAT meeting with the Interim Director and Operations Manager of Stanly County to help get them up to speed. He continues to work with PSAPs on their backup plans and seat counts. Ms. Turbeville also spoke to her region about their backup plans, had PAT meetings and has continued her work on the CRM

project. She is currently working on creating a workflow process for onboarding the PSAP community to the CRM.

13. Other - A Fond Farewell to Our Friend Ronnie Cashwell – Comments and Best Wishes Shared by All Chairman Boyette wished Ronnie well in all his future endeavors and commended him for his support of the Board, as well as DIT. He thanked him on behalf of the Board for his many years of service and wished him the very best. On behalf the 911 Board, Chairman Boyette, all his coworkers, and friends in the PSAP community, Ms. Harris also thanked Ronnie for his years of service. She shared information from his work history noting his career in telecommunications began in 1966 (humorously adding she was just a toddler at that time), continuing during his time in the Army, returning to the private sector bringing him to DIT in 2004, and transitioning full time to the 911 Board in 2009. Ms. Harris had a secret rendezvous with Ronnie's wife Janet the evening before and was able to give her a plaque highlighting his 11 years of service to the Board, in which Janet presented to Ronnie today. He was surprised this had been pulled off without his knowledge. Several individuals shared well wishes with Ronnie before many headed off to a celebration - a virtual Bon Voyage Party - planned in his honor.

The next Board Meeting will be held on Friday, September 25, again using simultaneous communication via Microsoft Teams Meeting.

Adjourn - Chairman Boyette adjourned the meeting at 12:19 PM.

Tab 4 b – e)

b)   NG 911 Reserve Fund
     August 2020 Account Balance   **$ 66,202,975**
     August 2020 Disbursement   **$ 210,751**

c)   CMRS Account
     August 2020 Account Balance   **$ 5,577,822**
     August 2020 Disbursement   **$ 0**

d)   PSAP Account
     August 2020 Account Balance   **$ 20,031,660**
     August 2020 Disbursement   **$ 3,983,693**

e)   PSAP Grant/Statewide Projects Account
     June 2020 Account Balance   **$ 8,766,920**
     Grant Funds Committed   **$ 21,336,558**

NG 911 Reserve FUND

FY2020 Beginning Account Balance: $65,426,679.57

	July 2020	August 2020
Service Fee Collection	$1,395,092.02	$2,085,230.33
Interest allocation	$64,893.33	$57,000.91
PSAP Grant/Statewide Project Allocation (In)		
NG 911 Reserve Fund Disbursement	-$2,615,169.69	-$210,751.08
NG 911 Reserve Fund Balance	$64,271,495.23	$66,202,975.39

CMRS Account

FY2020 Beginning Account Balance: $5,964,801.21

	July 2020	August 2020
CMRS Service Fee Collection Interest allocation	$0.00	$0.00
	$5,916.18	$4,942.46
CMRS Allocation (out)	$0.00	$0.00
CMRS Disbursement	-$397,838.09	$0.00
CMRS Account Balance	$5,572,879.30	$5,577,821.76

PSAP Account

FY2020 Beginning Account Balance: $16,064,101.34

	July 2020	August 2020
Service Fee Collection	$3,703,957.11	$3,037,143.02
Wireline Service Fee Collection	$614,662.16	$499,831.63
VOIP Service Fee Collection	$1,000,935.69	$787,998.26
Prepaid Wireless Service Fee Collection	$1,499,829.23	$1,020,790.25
Interest allocation	$15,933.15	$16,542.96
Subtotal	$6,835,317.34	$5,362,306.12
PSAP Allocation (out)		
PSAP Distribution	-$4,246,371.10	-$3,983,693.48
PSAP Account Balance	$18,653,047.58	$20,031,660.22

OSC Certified
Cash Basis

PSAP Grant-Statewide 911 Project Account					
		Total Disbursed			**Remaining Expenditure Amount**
		YTD	**Jul-20**	**Aug-20**	
			$29,744,439.97	$29,346,605.94	
FY2017	**Award Amount**				
Martin G2017-7 (048)	5,196,315.00	-4,724,784.53	-118,276.34		353,254.13
Mitchell G2017-9 (049)	3,163,000.00	-2,909,389.86	-105,095.10		148,515.04
Pasquotank G2017-11 (051)	1,010,779.00	-990,194.27			20,584.73
FY2018	**Award Amount**				
Iredell G2018B-3 (063)	2,361,230.00	-2,211,577.73			149,652.27
FY2019	**Award Amount**				
Pender G2019-02 (067)	361,760.00	0.00			361,760.00
Greene G2019-03 (069)	841,964.00	0.00			841,964.00
Wayne G2019-04 (070)	1,530,693.00	-300,000.00			1,230,693.00
Rutherford G2019-05 (071)	1,161,548.00	-624,506.15			537,041.85
FY2020					
Davie G2020-01	232,767.00	0.00			232,767.00
NC State Highway Patrol G2020-02	1,102,933.00	0.00			1,102,933.00
Pender G2020-03	45,873.00	0.00			45,873.00
Currituck G2020-04	583,655.00	0.00			583,655.00
Franklin G2020-05	3,958,873.00	0.00			3,958,873.00
Cumberland G2020-06	2,251,387.00	0.00			2,251,387.00
Chatham G2020-07	2,339,608.00	0.00			2,339,608.00
STATEWIDE PROJECTS:	**Award Amount**				
E-CATS II (012)	2,096,000.00	-865,880.00	-535,017.38		695,102.62
Interpretive Services (042)	785,646.00	-721,772.06	-23,979.75		39,894.19
Ortho Project III Image 19 (061)	3,273,555.00	-2,725,548.74			68,006.26
Ortho Project III Image 20 (073)	4,108,739.00	-1,756,468.06	-80,199.60		2,272,071.34
CRM Statewide One-time Development	250,000.00	130,473.30	-734.10	-725.00	379,014.20
Ortho Project III Image 21 (081)	3,723,908.00	0.00			3,723,908.00
Approved Allocation from PSAP & CMRS					
Interest			29,501.97	26,026.83	
Revenue 5%			435,966.27	731,569.56	
Total Ending Account Balance		$29,744,439.97	$29,346,605.94	$30,103,477.33	

$	21,336,557.63
	$8,766,919.70 **

Tab 4 f)
Grant Project Updates per Reports

Chatham County
Emergency Communications

297 West Street • Pittsboro, NC 27312

Office 919.545.8163
24-hour Warning Point 919.542.2911
www.chathamnc.org

September 1, 2020

Attn: L. V. Pokey Harris, Executive Director

N.C. 911 Board

P.O. Box 17209

Raleigh, NC 27609

Reference: Chatham County FY2020 Grant Report

Ms. Harris:

The project is moving through the permitting phase for the towers. Infrastructure and equipment are being ordered. No grant funds have been expended for this project as of this date.

Regards:

Mike Reitz

Director

WOODSON "GENE"
BOOTH
Director

CUMBERLAND
★COUNTY★
NORTH CAROLINA

EMERGENCY SERVICES DEPARTMENT

Gene Booth
131 Dick St.
Fayetteville, NC 28301
June 30, 2020

L.V. Pokey Harris, Executive Director
P.O. BOX 17209
Raleigh, NC 27609

RE: CUMBERLAND COUNTY FY2020 GRANT REPORT

Dear Ms. Harris,

This letter is to provide an update on the FY2020 911 Board Grant. During the month of June 2020.
After taking a brief pause in the design process and focusing on budgeting we have found ways to
keep this closer to the original 16-million-dollar budget. Please let us know if you have any
questions.

Stay Safe,

Gene Booth, Director
Cumberland County Emergency Services

CUMBERLAND
★COUNTY★
NORTH CAROLINA

EMERGENCY SERVICES DEPARTMENT

Gene Booth
131 Dick St.
Fayetteville, NC 28301
July 30, 2020

L.V. Pokey Harris, Executive Director
P.O. BOX 17209
Raleigh, NC 27609

RE: CUMBERLAND COUNTY FY2020 GRANT REPORT

Dear Ms. Harris,

This letter is to provide an update on the FY2020 911 Board Grant. During the month of July 2020.
During the month of July consistent communication via email and phone calls to move the project
forward. On July 23, 2020, a Project Re-initiation kickoff meeting was held. (minutes attached)
Please let us know if you have any questions.

Stay Safe,

Gene Booth, Director
Cumberland County Emergency Services

AECOM

Meeting Notes

Project Name:	Cumberland County, NC Emergency Management and 9-1-1 Communications Center	**Meeting Date:**	July 23, 2020
Project No.	60620099	**Meeting Time:**	1:00pm - 3:45pm
Subject/Purpose:	Project Re-Initiation Kickoff Meeting		
Notes Date:	July 23, 2020		
Prepared by:	Christine Carlson		
Attendees:	See attached attendees list	**Meeting Location**	Teleconference

The below represents the author's understanding of the discussions and a complete and accurate record of the decisions and agreements made. Amendments to this record shall be submitted in writing to the author within 5 working days of the issue date of these meeting notes.

ITEMS OF DISCUSSION:

Thursday July 23, 2020

1. **Introductions & Project Updates:**
   Rollcall was taken to identify attendees to create an attendee list for the teleconference.

   a. Schedule
      i. Reviewed the design and permitting schedule highlighting critical dates and meetings.
      ii. Due to the tight deliverable schedule, follow-up meetings will be scheduled within the next week to address topics overviewed in more detail.
   b. Reviewed the design scope and bid alternates per the Notice to Proceed to Restart.
   c. All attendees were in agreeance with that the 60% floor plan is finalized.

2. **Technology AV Coordination**

   a. AECOM reviewed the AV Capabilities matrix.
      i. Live Training
         1. The County would like to utilize the flat screen as a whiteboard, teaching aid for CAD and radio training, and include an interactive component.
         2. This flat screen could connect to training instructor's CPU.
      ii. Hot EOC and EOC should have same compatibilities for the flat screen as in live training.
      iii. AECOM to identify areas for four (4) button panel locations for County review.
         1. The button switch would not be necessary within the same spaces as the touchpanels.
         2. If a display does not have a button or tablet it would be controlled from a computer, whether in the same room or at a designated location elsewhere in the facility.
         3. The County would like to know how much of an update it would be to use a touch panel instead of the button panel controllers and how the system can be expandable, to include wireless tablets.

a. AECOM will review and provide a delta cost per type of component as it correlates to the previously supplied cost estimate based on the AV Capabilities matrix. ***A complete cost estimate will not be completed*.**

b. Tablets, if preferred, do not require additional infrastructure, however, they must be linked to the AV control network.

4. In the EOC the County would like one tablet to be wireless.

a. AECOM will update the drawings to reflect this.

b. AECOM to send cutsheet of potential software to be utilized to confirm compatibility with the County's IT infrastructure.

3. **Technology – Communications**

a. AECOM reviewed where the team left off on the design of the server room.

b. Vendor equipment is to be located in the first row of racks (A) in the space and County network equipment in the last row (D) of the server room.

c. AECOM to provide information for power requirements at the racks and confirm if the A and B buses will support 110v, 120v, and 220v.

4. **Technology – Radio**

a. AECOM to update controls for the number of stations and finalize with Motorola.

b. AECOM presented tower loading and antennas.

   i. The County confirmed all antennas listed for day one and future expansion are accounted for in the loading.

   ii. AECOM updated VHF for paging antenna.

c. Shelter Design

   i. UPS Backup - The County's preference is for the shelter to have at a minimum the operational equivalent run time equal to that of the building – 15 minutes.

      1. AECOM will review VIPER shelter requirements for UPS.

      2. The UPS for the shelter is also modular and can have additional batteries added in the future to extend run time.

   ii. Per the original design there will be a camera on the tower to capture the shelter.

      1. The County confirmed no other cameras are required within the shelter.

   iii. AECOM to coordinate the shelter annunciator panel to be monitored from the supervisor positions.

d. AECOM provided an overview of program equipment accounted for that will be specified and procured by the County.

   i. AECOM confirmed that infrastructure would be provided for all equipment listed.

   ii. The County will provide information and specifications for any additional equipment not already listed that will need to be coordinate with the infrastructure.

   iii. Infrastructure for all 20 console positions is included in the base bid.

5. **Office Furniture**

a. The County wants to confirm there is language in the documents to specify the existing furniture to be reinstalled is stored in a climate-controlled environment during construction.

   i. AECOM will incorporate this into the construction documents.

b. AECOM communicated that only office furniture to be reused as part of this project will be collected from the site and stored by the furniture vendor selected for the project. All other furniture removal and storage would need to be coordinated by the County.

c. McGill asked if prices from estimates will hold through the end of construction with the two (2) month delay.

   i. AECOM to review with Interiors team and confirm.

    d. AECOM to reach out to Miller at Work and ask for more detailed pricing to equally compare to the other vendors.

    e. The County is still reviewing options for the 911 chairs.

6. **911 Console Furniture Update**
   a. The County has narrowed their selection to Xybix and Watson.
   b. The manufacturers have provided preliminary quotes and layouts.
   c. The County has an introduction meeting with Xybix on Tuesday July 28th and AECOM will participate in the call for coordination
   d. The County is setting up an introduction with Watson this week as well.
   e. AECOM will need final selection for design coordination and specification by August 6th to stay on schedule.

7. **Summary & Next Steps**

   a. Project Communications & Approval Process
      i. All project communications will be via e-mail.
      ii. AECOM's POC will be Christine Carlson and AECOM team members who may be affected by information.
      iii. The County's main POC will be Doug Chapman and Matt Jones.
      iv. All emails regarding the project should be addressed to all County and McGill team members on the attached attendees list.
      v. Approvals will be vetted through Doug Chapman and McGill, after discussion with the County team.
      vi. For access to the building AECOM will contact Tray Jackson and Gene Booth.
   b. Additional follow-up meetings will be set up for Thursday July 30th to review the following:
      i. Office Furniture
      ii. 911 Consoles
      iii. Interior Finishes
      iv. Technology Meeting
   c. Site visit for final field verification will take place on Thursday July 30th, in conjunction with scheduled meetings.
   d. Action items – please see attached.

Attachments

    1. Meeting Attendees List
    2. Meeting Presentation
    3. Action Items List

End of Meeting Minutes.

Cumberland County, NC Emergency Management and 9-1-1 Communications Center		
Project Reinitiation Re-Kickoff Meeting		
23-Jul-20	**1:00pm - 3:45pm**	
Company	**Name**	**E-mail**
Cumberland County	Gene Booth	wbooth@co.cumberland.nc.us
Cumberland County	Adam Johnson	ajohnson2@co.cumberland.nc.us
Cumberland County	Tracy Jackson	trjackson@co.cumberland.nc.us
Cumberland County	Keith Todd	ktodd@co.cumberland.nc.us
AECOM	Amanda Chebalo - Project Architect	Amanda.Chebalo@aecom.com
AECOM	Christine Carlson - Project Architect/DPM	Christine.Carlson@aecom.com
AECOM	Steve Loomis - Principal Architect	Steve.Loomis@aecom.com
AECOM	Paul Garrison - Project Manager	Paul.Garrison@aecom.com
AECOM	Mark Hannah - Communications	Mark.Hannah@aecom.com
AECOM	Jack Anderson - AV	jack.anderson1@aecom.com
McGill	Matt Jones	matthew.jones@mcgillassociates.com
McGill	Doug Chapman	Doug.Chapman@mcgillassociates.com
McGill	Robert Hyatt	robert.hyatt@mcgillassociates.com

WOODSON "GENE"
BOOTH
Director

CUMBERLAND
★ COUNTY ★
NORTH CAROLINA

EMERGENCY SERVICES DEPARTMENT

Gene Booth
131 Dick St.
Fayetteville, NC 28301
August 31, 2020

L.V. Pokey Harris, Executive Director
P.O. BOX 17209
Raleigh, NC 27609

RE: CUMBERLAND COUNTY FY2020 GRANT REPORT

Dear Ms. Harris,

This letter is to provide an update on the FY2020 911 Board Grant. During the month of August 2020 consistent communication occurred to finalize the plans for permitting. On August 12, 2020, an over the shoulder meeting was held (minutes attached). During the month of August Please let us know if you have any questions.

Stay Safe,

Gene Booth, Director
Cumberland County Emergency Services

AECOM

Meeting Notes

Project Name:	Cumberland County, NC Emergency Management and 9-1-1 Communications Center	**Meeting Date:**	August 12, 2020
Project No.	60620099	**Meeting Time:**	1:00pm - 3:00pm
Subject/Purpose:	Over the Shoulder Review		
Notes Date:	August 12, 2020		
Prepared by:	Christine Carlson		
Attendees:	See attached attendees list	**Meeting Location**	Teleconference

The below represents the author's understanding of the discussions and a complete and accurate record of the decisions and agreements made. Amendments to this record shall be submitted in writing to the author within 5 working days of the issue date of these meeting notes.

ITEMS OF DISCUSSION:

Wednesday August 12, 2020

This Over the Shoulder Review provided a high-level overview of the information that had been updated since the 60% Design Development submission, and incorporated updates from the Notice-To-Proceed, and project update meeting.

1. Mechanical Yard - AECOM to confirm ABC effectiveness in mechanical yard.

2. Reviewed FFE open items:

    a. Located area for water line in kitchen/copy for coffee maker and in break room for coffee maker and countertop ice machine. AECOM will update casework and provide water and electrical to accommodate appliances.
    b. Quiet/Health room will also need an undercounter refrigerator.

3. AECOM reviewed preference for new single occupant restrooms:

    a. The County would like electric hand dryers and hands-free paper towel dispenser.
    b. Trash receptacles would be provided separately by the County.

4. AECOM asked for the County preference for the door hardware for the gates to the mechanical yard. The County would like a deadbolt lock for access for facilities. Electronic hardware is not required.

5. Markerboards in the 911 center, live training, and EOC will be glass and magnetic.
    a. The training/bunk room will reuse salvaged marker boards from the existing facility.

6. Acoustic panels in the 911 center and EOC are tackable.

7. Lobby/Briefing area - the County is following up with PIO to review the accent wall and County seal.

8. AECOM to send dedication plaque examples.
9. AECOM reviewed furniture updates to drawings and budgets.
   a. All dealers would breakdown furniture for the County if they decide to store the furniture themselves. This facility would need to be climate controlled. The County is reviewing if they have the space for storage.
   b. All updates have been updated.
      i. AECOM is waiting on Miller at Work to provide a more detailed budget, but they did reduce their price to work with the County's budget.
   c. The lectern in the EOC will be located in the plan NE corner of the room.
   d. AECOM will reach out to Herald Office to set up a time to walk the site and review if any additional existing furniture can be reused.
   e. The County asked about the two workstations in the CTO office to ensure there is adequate space for accessibility and social distancing.
      i. AECOM will review and coordinate with furniture Vendor to maintain appropriate clearances.

10. AECOM reviewed the revised quote from Watson which was $240,000 in their base bid for 11 911 consoles and 2 Training consoles, which was higher than the $228,000 value engineered budget for 10 911 consoles and 2 Training consoles.
   a. Watson's quote for alternate 1 for a total of 11 consoles and 4 training was $269,000.
   b. Xybix revised quote was $198,000 in their base bid with 11 911 consoles and 2 training consoles which was lower than the value engineered budgeted amount. The quote for adding alternate 1 was $215,000.
   c. The County is proceeding with Xybix and keeping the two additional training consoles as a high priority bid alternate. They were impressed by their cost, warranty coverage, and professionalism.
   d. The design will be updated to reflect the new phased Xybix layouts provided.

11. AECOM inquired about reviewing the items purchased by the County with the procurement team. The County will reach out to finance to determine what remaining information and next steps are required.

12. During the call it was discussed how the chiller does not have an emergency back-up. AECOM was asked to provide suggestions for how an emergency chiller could be utilized.

13. The County asked about the ballistic window requirements of NFPA 1221 to review requirements are in line with grant appropriated funds.
   a. AECOM is back checking NFPA 1221 and NC document for PSAP grants.

14. The County will provide availability to set up a conference call between HAM radio operates and AECOM to finalize equipment capacity for tower loading.

15. McGill asked about the lighting in the 911 center and EOC. All lighting throughout the building is LED.
   a. AECOM confirmed that the lights in the 911 center are zoned and dimmable. The lights in the EOC are dimmable but not currently shown as zoned. AECOM will update the EOC lights to be zoned.

Attachments

1. Meeting Attendees List
2. Action Items List, dated 08/12/20

End of Meeting Minutes.

Cumberland County, NC Emergency Management and 9-1-1 Communications Center		
Over the Shoulder Review		
12-Aug-20	1:00pm - 3:00pm	
Company	Name	E-mail
Cumberland County	Gene Booth	wbooth@co.cumberland.nc.us
Cumberland County	Tracy Jackson	trjackson@co.cumberland.nc.us
Cumberland County	Keith Todd	ktodd@co.cumberland.nc.us
Cumberland County	Adam Johnson	ajohnson2@co.cumberland.nc.us
AECOM	Amanda Chebalo - Project Architect	Amanda.Chebalo@aecom.com
AECOM	Christine Carlson - Project Architect/DPM	Christine.Carlson@aecom.com
AECOM	Jack Anderson - AV	jack.anderson1@aecom.com
AECOM	Benito Martir - Communications	Benito.Martir@aecom.com
AECOM	Megan Stull - Furniture	greg.garcia@aecom.com
McGill	Matt Jones	matthew.jones@mcgillassociates.com
McGill	Doug Chapman	Doug.Chapman@mcgillassociates.com
McGill	Robert Hyatt	robert.hyatt@mcgillassociates.com

Cumberland County Emergency Services Center

Action Items List

	Action	Ball-in-Court	Due Date	Received
1	Console Manufacturer Final Selection	Cumberland County	8/06/20	08/12/20
	Update 7/30: The County met with Xybix on 7/28 and Watson on 7/30 and are waiting on revised quotes. *Update 8/06: AECOM sent county revised Xybix design and layout for review. Expecting revised quote from Waston on 08/07.* *Update 8/12: County received both sets of revised quotes and has decided on Xybix.*			
2	Office Furniture Manufacturer Final Selection & Comments from 60% submission and Furniture bid review package dated 4/21/20.	Cumberland County	8/07/20	
	Update 7/30: AECOM is reaching out to vendors for an update on pricing. *Update 8/06: AECOM anticipating revised pricing week of Aug 10th.* *Update 8/12: AECOM updated the County on revised pricing and is reaching out to Herald Office to schedule a walkthrough.* *- The County is reviewing potential locations for storing the furniture for the duration of construction.*			
3	Interior Finish Selection	Cumberland County	07/30/20	07/30/20
	Update 7/30: The County selected the final finishes for incorporation into the construction documents.			
4	AECOM to provide server power requirements for the A and B buses.	AECOM	07/30/20	08/04/20
	Update 08/04/20: AECOM is providing 120v single phase, 208 single phase, and 208 3-phase.			
5	County to schedule Roof Pull test.	Cumberland County	08/14/20	
	Update 7/29: Current schedule for pull test is 8/11. *Update 8/10: Saranfil had to reschedule test, waiting on new date.* *Update 8/12: Saranfil is looking to reschedule test for either 8/17 or 8/18.*			
6	Roofing system – investigate comparable products for engineered roofing system for a non-proprietary specification.	AECOM	08/04/20	08/06/20
	Update 8/06: AECOM reached out to a second PVC roofing manufacturer (Carlisle) who is reviewing the documents and is also capable of suppling and engineered system. Multiple manufacturer's can be listed to avoid having to utilize a proprietary specification.			
7	County to review FFE matrix for concurrence	Cumberland County / McGill	07/30/20	08/07/20
	Update: AECOM sent matrix on 7/24/20. *Update 08/06: McGill and County will review and provide comments by 08/10.*			
8	County Hardware (locks/keying system) preferences	Cumberland County	07/30/20	07/23/20
	Update: The County confirmed there is no specific manufacturer requirement. The locks need to be grade #1.			
9	Example of Division 00 and 01 Specifications & a list of all specifications to be included.	McGill	07/30/20	08/07/20
	Update: AECOM sent table of contents for review and markup on 7/24/20. *Update 08/06: McGill will review and provide comments by 08/10.*			
10	AECOM to review options for AV components	AECOM	07/30/20	07/30/20
11	AECOM to provide software cut sheets.	AECOM	07/27/20	07/27/20
12	County to provide room selection for button panel locations.	Cumberland County	07/30/20	07/30/20

	Update 7/30: The County requested touch panels and wireless tablets in lieu of push buttons. AECOM will update per request.			
13	AECOM to review shelter UPS capabilities.	AECOM	07/30/20	07/30/20
	Update 7/30: AECOM is specifying UPS plus one additional battery cabinet, UPS cabinet at 20kVa will provide approximately 7 minutes of run time. Battery expansion cabinet will provide batteries for a total of approximately 15 minutes to match building UPS, plus additional space for batteries to support up to 30 min of backup. AECOM will specify two empty rack locations for future battery expansion, if needed.			
14	AECOM to reach out to Miller at Work and ask for more detailed pricing.	AECOM	08/05/20	
	Update 7/30: AECOM has reached out to Miller at Work to request detailed pricing. *Update 8/12: AECOM has received updated pricing, but still waiting on further detail.*			
15	AECOM to reach out to office furniture vendors to set up potential site visits.	AECOM	08/07/20	
	Update 8/04: AECOM has reached out to vendors and the selected vendor can walk the facility to review all remaining furniture to identify additional pieces for reuse. *Update 8/12: AECOM will reach out to Herald Office to coordinate a walk through.*			
16	County reaching out to HAM radio operators to verify equipment.	Cumberland County	08/06/20	
17	AECOM to send images of recent installs of lobbies	AECOM	08/04/20	08/04/20
	Update 08/04: AECOM to send images.			
18	County to confirm if CAT6 cabling is acceptable.	Cumberland County	08/07/20	08/05/20
19	County will provide cabling standards for County and T568.	Cumberland County	08/07/20	08/05/20
20	County to confirm which six (6) computers in the 911 Center console will be connected to the video system to allow screen sharing to the flat panel TVs on the wall.	Cumberland County	08/12/20	
21	Meeting with County Procurement Office to review requirements for vendor selection from state contracts.	McGill	08/17/20	
22	The County is following up with PIO to review County seal and accent wall in the lobby/briefing area.	Cumberland County	08/17/20	
23	AECOM to send dedication plaque information.	AECOM	08/12/20	08/12/20
24	AECOM to provide the County with potential options for utilizing a backup chiller.	AECOM	08/21/20	
25	AECOM to review NFPA/Grant requirements for ballistic windows.	AECOM	08/14/20	
26	Return comments from documents of the Over the Shoulder Review to AECOM for incorporation to final documents.	Cumberland County/ McGill	08/17/20	

Activities – August 2020	Anticipated Activities – September 2020
• Visited and toured another facility designed by architectural firm – August 25 • Conducted second programming meeting – August 25	• Continue conceptual design work • Conduct programming meeting – September 15 • Conduct project meeting with County team – late September • Communicate regularly with project team (ongoing)

The tasks listed below will be tracked throughout the project duration and will be updated monthly. New additions are shown in the salmon highlighted rows. At this time, the project remains on schedule.

Work Plan

Task	Projected Timeframe[1]	Actual	Completed
Contract for project oversight	Months 1-2	November 2019	x
Issue RFQ for architectural services	Months 2-3	December 2019	x
Select architect and contract for services	Months 4-5 (February – March 2020	Selection: February 2020	x
Negotiate fee with architect	Months 5-6 (March – April 2020)	March 2020	x
Receive Commissioners' approval to proceed with contract for architectural services	Month 6 (April 2020)	May 4, 2020	x
Enter into contract for architectural services	Month 6 (April 2020) Revised: Month 8 / June 2020	June 5, 2020	x

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[1] As the grant agreement was signed in late October 2019, month 1 is considered November 2019.

Task	Projected Timeframe[1]	Actual	Completed
Define technology needs in conjunction with building design	Months 9-19 (July 2020 – April 2021) Revised: Months 13-19 / November 2020 – April 2021		
Facility design and construction document process	Months 9-19 (July 2020 – April 2021)[2]	July 30 – Began	
Establish lead times for major technology systems, including NG911			
Bid and award construction project	Months 17-19[3] (March 2021 – May 2021)		
Proceed with construction, including coordination with migration to the State ESInet NG911 network	Months 20-32 (June 2021 – June 2022)		
Procure new technology and furnishings	Months 26-30[4]		
Substantial completion of construction, address any facility punch list issues	Month 30 (April 2022)		
Install, test, and accept new technology: existing equipment and the CAD system will be relocated to the new site prior to and during go-live to ensure that the old and new center remain operational until the transition is complete	Months 30-34 (April – July 2022)		

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[2] Follow on dates will be adjusted once the timeframes are more clearly defined.
[3] Ibid.
[4] Ibid.

Task	Projected Timeframe[1]	Actual	Completed
Go-live / Physically transition the Halifax County primary PSAP to the new facility and the State ESInet NG911 system	Months 34-36 (July – September 2022)		
Monitor systems post cutover	Months 32-36 (May – September 2022)		

MissionCriticalPartners

Greene County, NC

Monthly Progress Report – August, 2020

Activity	This Period	Next Period
1. Design	• Advancement of detailed design • Continued review of equipment rooms and furniture layouts • Reviewed drawings for standards and best practices	• Complete design • Begin working with selected general contractor • Continue to provide updates for architect and design team
2. Permits	• None in this period	• None expected in this period
3. Construction	• None in this period	• None expected in this period
4. Communications Systems	• Continued planning for technology systems including radio, CHE and other public safety systems	• Continue providing updates to drawings and specifications to meet the needs of technology systems.
5. Other Activity	• MCP participated in routine check-in points and the initial programming effort. These routine meetings will continue • MCP participated in page turning exercise	• Continue to participate in routine project planning and working meetings to facilitate the next steps of the project.

MissionCriticalPartners

Martin County PSAP and Regional Backup Facility, NC

PSAP Consolidation Project – Phase II – Grant Project   **MCP Project Number 16-184**

Monthly Progress Report – August, 2020

Activity	This Period	Next Period
1. Design	• No action required	• No action expected
2. Permits	• No additional permits required	• No additional permits required
3. Construction	• No additional actions required	• No additional actions required
4. Communications Systems	• Continue calls to coordinate Bertie and Pasquotank counties' State Hosted Solution migration • Continue working with Pasquotank on any backup needs • Review next steps/action items with Bertie County • Work with CenturyLink on two phone line issues • Install and test network circuit to Pasquotank • Bertie radio testing	• Continue coordination with Bertie and Pasquotank on facility / technology needs • Prep for mid-month cutover for Bertie and Pasquotank • Continue testing and migration planning
5. Other Activity	• MCP conducted periodic conference calls with the clients • Grant extension was approved and signed	• MCP will participate in as-needed project team meetings with the clients

Mitchell County, NC

Activity	This Period	Next Period
1. Design	• N/A	• No further activity
2. Permits	• N/A	• No further activity
3. Construction	• Completed civil engineering work • Civil engineering work approved by County	• No further activity
4. Communications Systems	• Procured spares kit	• No further activity
5. Other Activity	• Continued to track grant spending • Updated budget tracking spreadsheet	• Receive final invoices • Submit final grant reimbursement request • Submit final grant report • Close-out grant

MissionCriticalPartners

Pasquotank County PSAP, NC

Activity	This Period	Next Period
1. Design	• No action required	• No action expected
2. Permits	• No action	• No action
3. Construction	• No actions required	• No action expected
4. Communications Systems	• Continued biweekly meetings with AT&T on hosted call handling • Continued coordination of admin lines and data circuits for Martin Backup facility • Troubleshoot and correct two admin line issues • Finalize testing and cutover planning	• Continue biweekly coordination calls with AT&T • Continue to participate in equipment migration planning and documentation • Finalize acceptance testing and prep for cutover
5. Other Activity	• MCP conducted periodic project communications with the stakeholders	• MCP will conduct periodic communications with the stakeholders

Rutherford 911

Monthly Progress Report

Current Activity   September 2020

Rutherford PSAP Relocation / Enhancement

- Construction continues with great progress.
    - Electrical work continues inside and out.
    - HVAC units are installed at all positions.
    - Grid ceiling is being installed as I prepare this report.

- TechWorks has pulled all cabling (Data, VOIP, Radio, Video, Access Control, and AV system. Techworks will begin terminating and establishing network connections.
- AT&T has provided dual fiber inbound locations for the building. Pull boxes have been installed. Conduit routes for AT&T and Pangea have been placed in the ground.
- Town of Forest City has completed three phase power connection.
- Radio Tower: Awaiting soil test to proceed with tower construction.
- Outdoor lighting selected and has arrived.
- Minimal office furniture was needed. Items such as lockers and chairs
- have been ordered.
- Met onsite several times this past month. Answered a number of great questions to keep project progressing smoothly.
- Finalizing perimeter security plan mid-month.
- Generator pad installed.

Next Month's Activity   October 2020

Rutherford PSAP Relocation / Enhancement

- Construction will continue. Installation of interior doors, painting, and flooring expected to be complete in early October.
- Radio Tower project management to continue.
- Generator and UPS installation set for early October.
- Techworks to complete installation of TV's, Monitor's and AV system.
- Next site meeting 09-24-2020

MissionCriticalPartners

Wayne County, NC

Monthly Progress Report – August 2020

Activity	This Period	Next Period
1. Design	• No additional activities	• No additional activities expected
2. Permits	• No actions required	• No actions expected
3. Construction	• Electrical work continues • ATS and generators installed • UPS installed • Grounding continues • Begin flooring, carpet and tile • Painting continues • Site work • Pave parking lot	• Finish electrical work • Finalize HVAC • Complete grounding • Install overhead busway in server room • Complete ceramic tile • Install raised flooring • Finish carpeting and tile work • Install fencing • Finish site work
4. Communications Systems	• Continue structured cabling install • Continued technology coordination meetings • Update quotes for radio consoles • Update quote and detail drawings for recording system • Continued coordination with AT&T • Prepare for data center racks	• Process procurement for radio consoles • Validate technology migration strategy • Security and cameras • Wireless networking • Fiber prep • Install data center cabinets • Finalize structured cabling • Work with AT&T on installation
5. Other Activity	• MCP held routine meetings with the County for project coordination	• Continue monthly meetings with design team and general contractor • On-site coordination meeting with Duplin County staff

Tab 5
Executive Director Report
Pokey Harris

Tab 5 a)
911 Board Appointments Status

Tab 5 b)
COVID-19 Update

Tab 5 c)
Staffing Update

Tab 5 d)
Legislative NG911 Report

Tab 5 e)
Backup PSAP Data Analysis

Tab 5 f)
PSAP Fund Balance Analysis

Tab 5 g)
Upcoming Board Meetings Logistics

Tab 5 h)
NextGen 911 Migration Status

North Carolina Next Generation 911

Status
- Live on ESINet
- Active Projects
- Approved for Migration

Map Date: September 17, 2020

Esri, HERE, Garmin, FAO, NOAA, USGS, EPA, NPS

NC DIT 911 Board
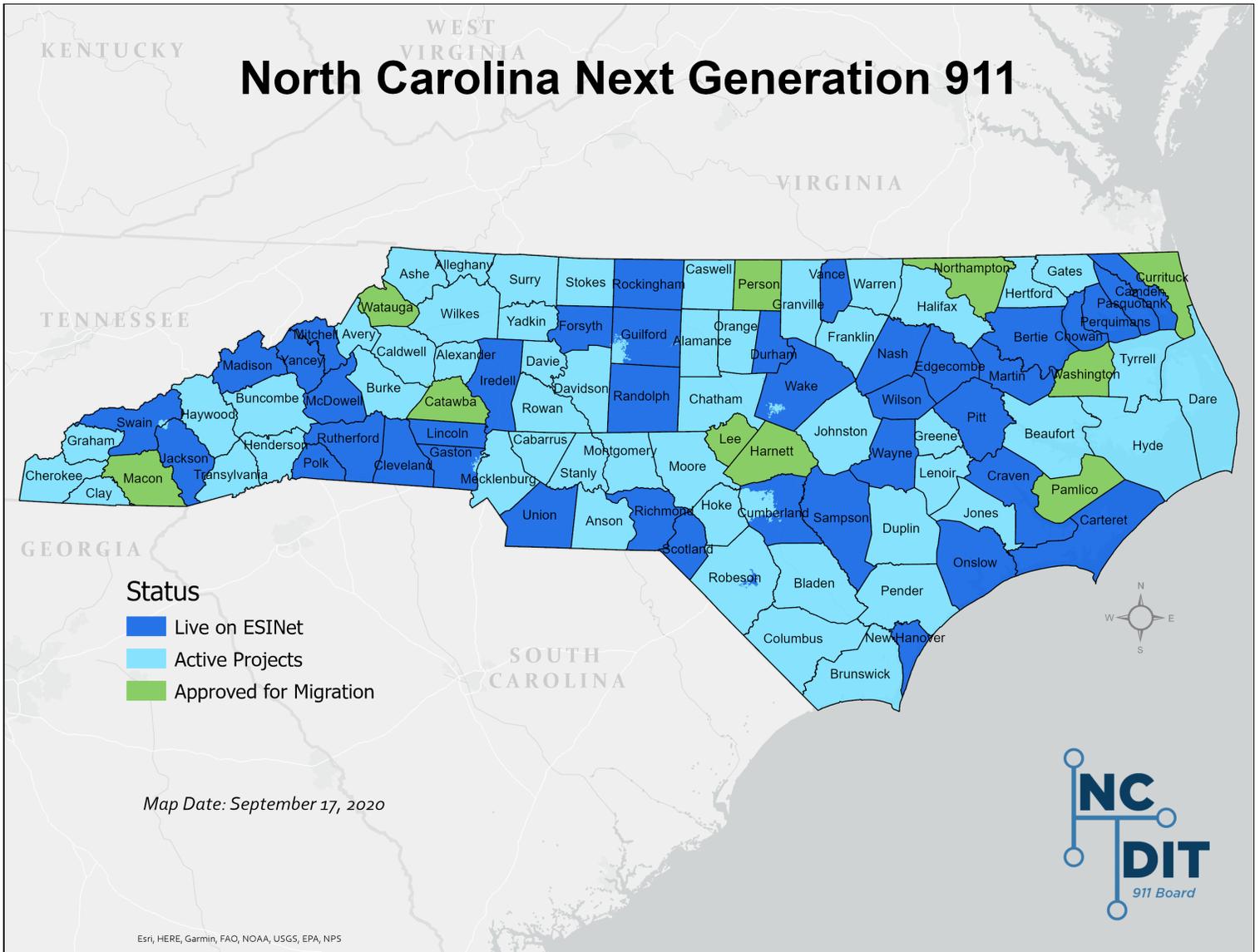
[NC NG911 Migration Status](#)

ESInet Migrations August 12, 2020 – September 17, 2020

Scheduled September 21 and 22, 2020

Jacksonville PD 911
(Eastern Region)
ESInet Migration
August 12 (13), 2020

After a long night of troubleshooting an abandoned 911 call list issue at the Jacksonville PD 911, the team resolved the matter with the PSAP cutting over to the NC 911 managed service ESInet and Vesta hosted call handling solution taking the first live call at 1028 hours, August 13, 2020.

This migration brought the total number live on the ESInet to 45 PSAPs and 73 physical locations including backup facilities.

Mike Yaniero, Director of Public Safety/Chief of Police for Jacksonville, commented, "The transition to Emergency Service IP Network (ESInet) will enhance our current 911 system resulting in a faster, more flexible and resilient system, and allowing 911 to fully utilize communication technology platforms used by our citizens. We join North Carolina emergency service providers across the state who are moving towards the use of ESInet and the powerful tools it provides."

Congratulations to Chief Yaniero and the entire staff at Jacksonville 911!

Chowan County 911
(Eastern Region)
ESInet Migration
August 26, 2020

Chowan County 911 migrated to the NC911 statewide ESInet on the Vesta 2 hosted call handling platform, taking there first live call at 1050 hours EDT. This was PSAP #46 and the 74th physical location

Sharing his thoughts about the planning and process, Herman Weiss, Communications Director said, "I just want to say that I have been very impressed with the customer service that all of the AT&T folks have shown us here in Chowan County. I am very happy to be on the ESInet. We had a few small hiccups and they were fixed very fast by the AT&T folks on site. Again, I want to say a BIG thank you to all that was involved with Chowan County cutting over to the ESInet. All your hard work and support paid off. Pictures to follow to Angie. Thank you NC 911 Board."

Shout out to Chowan County 911, Herman, and his team. Send those pics, Herman 😊!!!

Perquimans County 911
(Eastern Region)
ESInet Migration
August 26, 2020

August 26 was another double-header day.

At 1434 hours EDT, Perquimans County 911 successfully cutover to the NC 911 managed service ESInet on the Vesta 2 hosted call handling platform.

Jonathan Nixon, Perquimans County Emergency Services Director stated, "After months of planning with vendors and the NC 911 Board staff, coupled with multiple hours of training for our telecommunicators, we are excited to announce that the Perquimans County 911 center is now on the ESInet. In the event our primary 911 center and backup center were both inoperable, the ESInet will allow 911 calls to be quickly rerouted to another NC PSAP. This is of great benefit to the citizens and visitors of Perquimans County."

Kudos the Jonathan and the team for being PSAP #47 on the ESInet!!! This migration also brings the total number of physical locations to 75.

Pasquotank County 911
(Eastern Region)
ESInet Migration
September 1, 2020

Bringing in the month of September as PSAP #48 and physical location # 76, was Pasquotank County 911 which also includes Camden County.

Their migration to the ESInet occurred at 1033 hours EST, with their first live 911 call being received at 1114 hours.

Congratulations to Kylie Felton, 911 Director, and all the folks at Pasquotank/Camden 911.

As a note, their backup capabilities located at Martin County 911 were subsequently migrated on September 17.

Pictures and quote not available at time of publication.

New Hanover County 911
(Eastern Region)
ESInet Migration
September 16, 2020

September 16 was yet another double header day for ESInet migrations to the NC 911 managed service ESInet. Doing so as i3 and as the first NC PSAP on the Viper 3 host and the Viper 7 platform, was New Hanover County 911.

This marked PSAP #49 and physical location 78, which includes back up facilities.

Congratulations to Hope Downs, New Hanover County 911 Director, and team!!!

Pictures and quote not available at time of publication.

Bertie County 911
(Eastern Region)
ESInet Migration
September 16, 2020

Migrating as PSAP #50 (WooHoo!!!) and part of the September 16 double header was Bertie County 911. They also did so as i3, becoming part of the Vesta call handling solution.

This brings the total number PSAPs and physical locations on the NC 911 AT&T managed service ESInet to 79.

Join me in congratulating JW Stalls, Communications Manager for Bertie County 911, and all her team on being **PSAP #50!**

Pictures and quote not available at time of publication.

Kernersville PD 911
(North Central Region)
ESInet Migration
September 17, 2020

Kernersville PD 911 (secondary PSAP in Forsyth County) successfully cutover to the AT&T managed service ESInet on September 17.

Their migration brings the total number of PSAPs live on the NC 911 ESInet to 51, and 80 physical locations, that also includes back up facilities.

Congratulations to Kernersville PD 911, Ryan Spong – 911 Communications Manager, and the team for bringing the NC NG911 migration project to **40% completion!!!**

Pictures and quote not available at time of publication.

Scheduled Week of September 21, 2020

Burke County 911
(Western Region)
ESInet Migration
September 21, 2020

Rowan County 911
(South Central Region)
ESInet Migration
September 22, 2020

Tab 5 i)
NextGen 911 GIS Status

North Carolina Next Generation 911
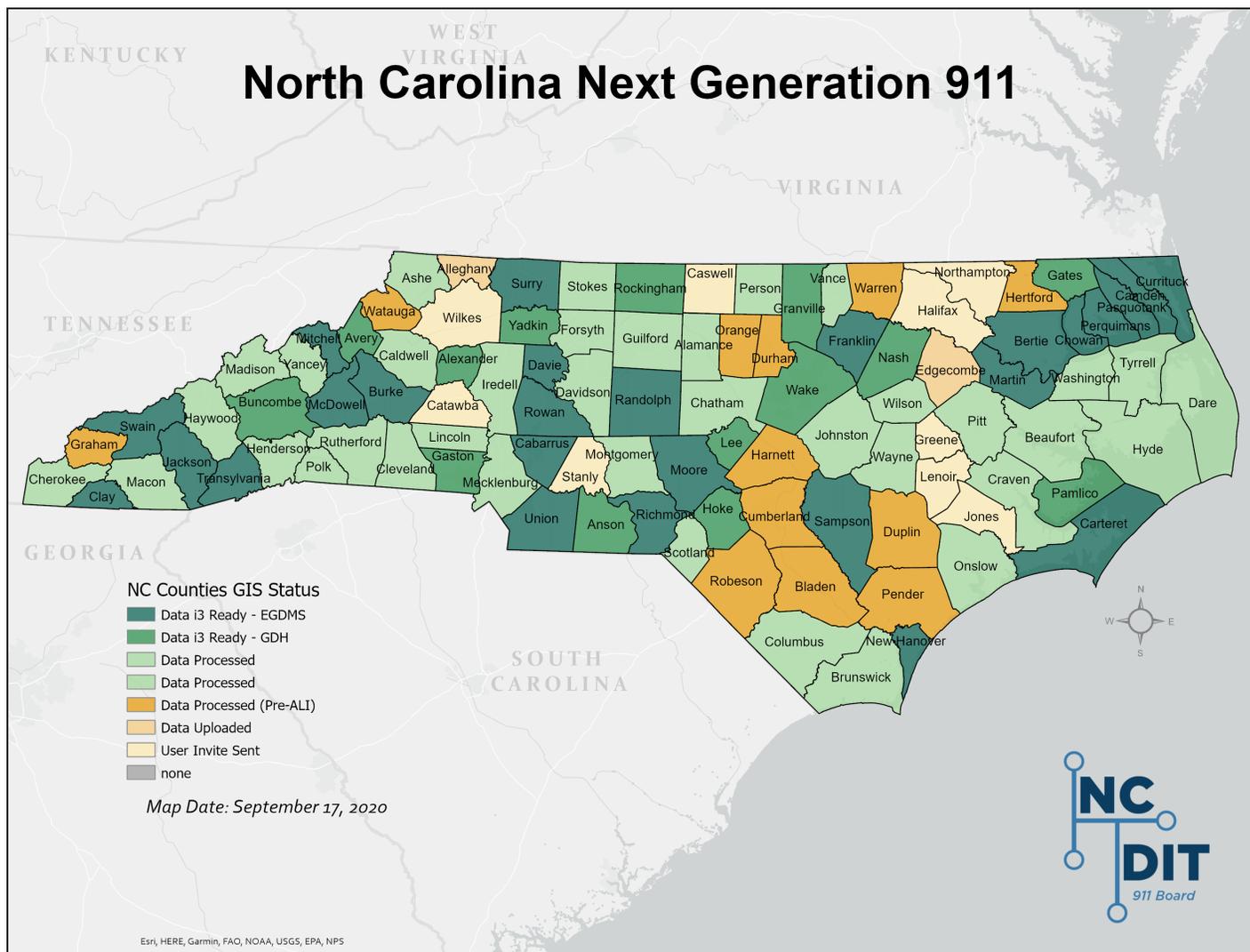
NC NG911 GIS Status

Tab 5 j)
NextGen 911 PSAP Cybersecurity Assessments

Tab 6
Education Committee Report
Chuck Greene/Angie Turbeville

Tab 6 a)
Training Eligibility Requests/Update Eligible Use of Funds List

Tab 6 a i)

Fundamentals of Supervision by UNC School of Government

(Roll Call Vote Required)

Fundamentals of Supervision

Day 1: Role of Government and Role of Supervisor

Objectives:

- Orient participants and set expectations for Fundamentals of Supervision course.
- Define and clarify the role of government and the expectations of being a supervisor in the public sector.
- Examine the skills needed to establish trust and credibility as a supervisor
- Identify the skills needed to be a more agile learner
- Clarify skills and attitude needed to move from buddy to boss
- Begin the creation of a learning development plan to be used throughout the course.

Day 2: Introduction to True TILT model and Motivation

Objectives:

- Introduction to the True TILT model to help increase self-awareness and understanding of your preferred character strengths, how these differ from personality traits and how these show up in your interactions with others.
- Identify situations in which you might over/under use these character traits and identify the impact on you and others
- Identify ways that you can improve your effectiveness by stretching to other character traits you may be underusing or neglecting
- Provide a framework and language to help you have productive and meaningful conversations with your direct reports and your manager
- Identify what motivates you and your direct reports and how to create a climate where employees are engaged.

Day 3: Navigating the Legal Issues as a Supervisor; Diversity Inclusion and Belonging; Managing Multiple Generations

Objectives:

- Identify the legal issues and key employment laws you have to navigate as a supervisor
- Review EEOC protected classes and EEO guidelines
- Review Harassment definition and strategies for creating a safe working environment
- Review many aspects of diversity and challenges and value it brings to supervision
- Explore the concepts of inclusion and belonging and the supervisor's responsibility in creating an inclusive environment.
- Review the challenges and benefits of working with multigenerational workforce.

Day 4: Communication and Conflict Resolution

Objectives:

- Examine how assumptions and mental models influence your behavior and results and how these relate to your effectiveness as a supervisor.
- Review components of a basic communication model and why these are important in effective communication.
- Identify and practice using skills of active listening
- Explore the ladder of inference and its impact on effective communication.
- Introduce the Drama Triangle and practice applying effective communication strategies to remain out of the Drama Triangle and promote positive work relationships.

Day 5: Employee Coaching and Feedback

Objectives:

- Review a process for giving performance feedback and coaching employees for success.
- Integrate content introduced in previous days and apply learnings in skill practice scenarios.
- Practice having a coaching conversation with a staff member and receive feedback from peers.
- Finalize individual development plan to take back home to assist in the transfer of training from the classroom to the job.

Note: All participants will leave the training with a learning development plan to facilitate the transfer of training back on the job.

Tab 6 a ii)
APCO- Fundamentals of Tactical Dispatch
(Roll Call Vote Required)

Search...   🔍

APCO International
Leaders in Public Safety Communications® (https://www.apcointl.org/)

CDE Courses

Fundamentals of Tactical Dispatch

This course is for telecommunicators who want to enhance their knowledge, skills, and abilities so they can ultimately serve as a member of a tactical/incident dispatch team. The course uses scenarios and practical exercises to explore the issues involved in working major events and responding to major incidents. Class work focuses on sharpening the skills needed to fulfill the role and responsibilities for tactical dispatch.

Practical exercises help students apply the lessons to their own agency's policies and procedures. Students learn how to work together in teams to manage events and incidents that require the coordination response of multiple agencies and multiple jurisdictions.

Topics include:

- The big picture: ICS, the communications unit, and tactical dispatch

- Basic knowledge necessary for a tactical dispatcher

- How tactical dispatchers prepare

- Pre-deployment preparations: Situational information relevant to the assignment

- Focus on radio communication

- Deployment

- Telephone systems

- Incident types

- Ongoing and continuing education

CDEs Earned: 16

PREREQUISITES

Available online and in the APCO Virtual Classroom (https://www.apcointl.org/training-and-certification/course-options/virtual-classroom/) format!

- Minimum one year experience as an ECC telecommunicator

- Current certification in APCO's Public Safety Telecommunicator 1, 7th Edition, or other comparable basic telecommunicator course

- Successful completion of the following free FEMA courses
  - IS-100: Introduction to the Incident Command System (https://training.fema.gov/is/courseoverview.aspx?code=IS-100.c)
  - IS-200: Basic Incident Command System for Initial Response (https://training.fema.gov/is/courseoverview.aspx?code=IS-200.c)
  - IS-700: An Introduction to the National Incident Management System (https://training.fema.gov/is/courseoverview.aspx?code=IS-700.b)

RECERTIFICATION REQUIREMENTS

None

Tuition:

Options	Term	Tuition	
		Non-Member	Full and Commercial Member
Co-Host (https://www.apcointl.org/training-and-certification/course-options/live-classes/co-host/)	2 days	$329	$309
Online (https://www.apcointl.org/training-and-certification/course-options/institute-online/)	3 weeks	$379	$359
Virtual (https://www.apcointl.org/training-and-certification/course-options/virtual-classroom/)	2 days	$389	$369
Contract (https://www.apcointl.org/training-and-certification/course-options/live-classes/contract/)	2 days	Contact us for pricing	Contact us for pricing

Late fee $25 (applied 10 days prior to course start date)

Tuition includes a comprehensive course manual and all certification fees.

Additional shipping fees may apply for international shipments.

Tuition for live courses does not include travel, lodging, meals or other costs. Online class tuition does not include web access fees or other local internet/web-related costs. Successful students will earn APCO Institute certification.

⊞ Upcoming Courses / Registration

Course Schedule & Registration (https://apconetforum.org/eweb/DynamicPage.aspx?Webcode=APCOSc

Manage Your Training Records Online

Register for courses, track your training and recertify online using APCO's Training Central (https://apconetforum.org/eweb/DynamicPage.aspx?site=myapco&webcode=MyTrainingLanding&Reg_evt_key=). All your training information, all in one place, and accessible 24/7.

OR

Contact the Institute (https://www.apcointl.org/training-and-certification/contact-the-institute.html)

(https://www.apcointl.org/download/apco-training-resource-catalog/?wpdmdl=19959)

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Tab 6 a iii)
APCO – Cybersecurity Fundamentals for the ECC
(Roll Call Vote Required)

Search... 🔍

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CDE Courses

Cybersecurity Fundamentals for the ECC

Cybersecurity has become an ever-increasing threat for public safety. Emergency communications centers (ECCs) are a valuable and vulnerable target for bad actors of all types. As a result of their high importance and visibility within the public safety ecosystem, ECCs have been battling cyberattacks for years. Public safety is at constant risk for many types of cyberattacks. Research indicates that the frequency and intensity of cyberattacks will continue to grow.

All ECC employees need to be educated on the types of cyberattacks and related activity that occur daily in the United States. This course provides a basic overview of the critical pieces of information that all ECC employees should know – from surfing the internet to being aware of key indicators in email for possible phishing attempts. This course also provides several resources for creating an Incident Response Plan and what to do if your ECC experiences a cyberattack.

This course is built on the experiences of public safety cybersecurity experts and ECC professionals. . This course will provide ECC professionals with foundational knowledge of cyberattacks, including the anatomy of a cyberattack, signs of an ongoing cyberattack and mitigation techniques. This includes preparing for cyberattacks, response to those attacks and the type of data to protect for post-attack forensics.

Topics include:

- How Cyberattacks Work

- Why ECCs Are a Target

- Phishing

- Brute Force Hacking

- Website Drive-By

- Pre-Hacked Software

- Pre-Hacked Devices

- Data Destruction

- Data Exfiltration

Ok

- Ransomware

- Cryptojacking

- Persistent Threat

- Public Safety Cyberattack Case Studies

- Preventing Exploitation

- Cyber Hygiene

- Importance of a Cyber Response Plan

- Cybersecurity for Next Generation 9-1-1 (NG9-1-1)

CDEs Earned: 8

PREREQUISITES

None

RECERTIFICATION REQUIREMENTS

None

TUITION

Options	Term	Tuition	
		Non-Member	Member *
Live	1 day	$239	$199
Online	3 weeks	$289	$249

* You must be a current Associate, Full or Commercial member to receive member discounts on all courses. Online members receive member discounts on online courses only.

Late fee $25 (applied 10 days prior to course start date)

Tuition includes a comprehensive course manual and all certification fees.

Additional shipping fees may apply for international shipments.

Tuition for live courses does not include travel, lodging, meals or other costs. Online class tuition does not include web access fees or other local internet/web-related costs. Successful students will earn APCO Institute certification.

🗓 Upcoming Cybersecurity Courses / Registration

Course Schedule & Registration (https://apconetforum.org/eweb/DynamicPage.aspx?Webcode=APCOSc

Manage Your Training Records Online

Register for courses, track your training and recertify online using APCO's Training Central (https://apconetforum.org/eweb/DynamicPage.aspx?site=myapco&webcode=MyTrainingLanding&Reg_evt_key=). All your training information, all in one place, and accessible 24/7.

Contact the Institute (https://www.apcointl.org/training-and-certification/contact-the-institute.html)

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Tab 6 b)
General Report

Tab 7
Funding Committee Report
David Bone/Pokey Harris

Tab 8
Finance Team Report
Marsha Tapler/Kristen Falco

Tab 9
Grant Committee Report
Jeff Shipp/Pokey Harris

Tab 9 a)
2021 Funding Allocation Recommendation
(Roll Call Vote Required)

Tab 9 b)
General Report

Tab 10
Standards Committee Report
Donna Wright/Tina Gardner

Tab 11
Technology Committee Report
Jeff Shipp

Tab 11 a)
General NG 911 Project Report
Gerry Means

Tab 11 b)
NMAC Report
Stanley Meeks

Tab 12
911 Regional Coordinator Reports
Tina Gardner/David Newberry/Angie Turbeville/Stephanie Conner

Tab 13
Other

Adjourn

Please reference the 2020 master calendar and NC 911 Board website for upcoming Committee and Board meetings. Notices will be sent prior to all meetings.